

CUSTOMER SUPPORT REPRESENTATIVE

DISTINGUISHING FEATURES:

The fundamental reason the Customer Support Representative position exists is to perform duties related to maintaining an on-line work order/inventory system; dispatching technicians; monitoring and maintaining inventory of office automation assets. Work is performed under the general supervision of the Office Coordination Manager.

ESSENTIAL FUNCTIONS:

Updates and maintains the on-line work order/inventory system. Establishes and enters all new equipment into the inventory system.

Maintain manual inventory of all communications tools, supplies and spare parts. Works in small, cramped areas to locate equipment and verify inventory; climbs ladders or steps to reach objects; makes continuous or repetitive arm-hand movements. Bends or stoops repeatedly or continually while performing physical inventories. Moves objects weighing up to 50 pounds for short and long distances.

Receives customer inquiries, assigns work orders, and dispatches technicians per established procedures. Communicates with customers in person or on the telephone or radio. Coordinates services with outside vendors. Receives vendor billings and processes for payment.

Operates a variety of standard office equipment, including a personal computer, that require continuous and repetitive eye and arm or hand movement.

Schedule and perform periodic physical inventories on all computer and telephone assets, tools, supplies and spare parts. Sorts, separates, arranges, files, and distributes materials. Works with cleaning fluids or similar solutions using normal protective equipment.

Perceives and interprets customer needs and translates them into effective solutions and operational policy.

Establishes and maintains effective working relationships with co-workers and City staff.

Attendance and punctuality are essential functions to this position.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:

Accounting and budget procedures
Event Management related terminology, practices and procedures
Computerized financial and information systems
Government operations, regulations, codes, ordinances and terminology

Ability to:

Analyze data and prepare statistical reports

Review procedures and problems and develop solutions and new systems

Listen and communicate effectively with a diverse group of people

Establish and maintain effective working relationships with co-workers, supervisors, vendors, event users, and the general public

Operate a PC to compose reports and correspondence

Understand and interpret City ordinances, stipulations, codes, policies and procedures and understand the logic behind them

Education & Experience

This position requires a minimum of two years recent experience maintaining an inventory management system. Experience establishing and monitoring inventory controls, reorder points, check-in and check-out procedures, and ordering/receiving equipment is required. Must have experience with financial records and preparing reports. Experience working with communications systems and equipment is desirable. Must be experienced and proficient in using a personal computer, a variety of computer software, and other equipment essential to performing daily activities. Requires a valid Arizona driver's license with no major driving violations within the last 39 months.

FLSA STATUS: non-exempt **HR Ordinance Status:** classified